

## January at a Glance:

### Fixed Route:

Passenger Total: 182,750  
Compared to Jan. 04: 155,386

Revenue Miles: **55,027**  
Compared to Jan. 04: 51,780

Revenue Hours: **5613.96**  
Compared to Jan. 04: 5364.75

### BT Access:

Total Passenger Trips: **858**  
Compared to Jan. 04: 814

Total Passenger Served: **65**  
Compared to Jan. 04: 57

### Maintenance:

2 State Inspections Performed

3 Scheduled and 60 Non-schedule Maintenance Activities Performed

14 Preventative Maintenance Activities Performed

7 Road calls

Mechanic Shannon Hill passed the VA Vehicle State Inspection test

### Operations:

1 Operator received their CDL

Eight new line operators were hired this month. Following some additional training, these operators will be available to give new operators on-the-road training and coaching



## January 2005 Monthly Report

### TOTAL PASSENGERS- FIXED ROUTE & DEMAND

	FIXED ROUTE			BT ACCESS	
	TOTAL PASSENGERS	REVENUE MILES	REVENUE HOURS	TOTAL TRIPS	TOTAL PASSENGERS
Jan. '05	182,750	55,027	5613.96	858	65
Jan. '04	155,386	51,780	5364.75	814	57
% ▲	18%	6%	5%	5%	14%

Total passengers on fixed route service increased January '05 vs. January '04 by +18%. The increase in total passengers is partially due to the number of academic days this year vs. last (1 additional).

### A MESSAGE FROM THE MANAGEMENT TEAM

As discussed in our December Monthly Report, to meet the demands of a dynamic market, Blacksburg Transit will continue to be driven by two main factors: effective strategic planning and technology. In January the management team went on a retreat to begin the strategic planning process by:

- Reviewing progress on current fiscal year goals
- Setting goals for fiscal year 2006 (see below)
- Providing a consistent and universal framework to the entire organization to help achieve those goals (see attached)

### Annual Goals for FY 06: Goal Date of June 30, 2006

- Implementation of Phase II of restructuring of training program
- Under construction for Building Expansion
- Completion of ITS/ AVL project
- Implement Marketing Plan Initiatives
- Begin A & E for Multi-Modal Facility Project
- Conduct NTD / Triennial
- Completion of Transportation Development Plan (TDP)
- Continue planning initiatives for service in the New River Valley



# BLACKSBURG TRANSIT

## MISSION STATEMENT AND GUIDING PRINCIPLES



# **BLACKSBURG TRANSIT**

## **MISSION STATEMENT GUIDING PRINCIPLES**

### **MISSION STATEMENT**

- Blacksburg Transit provides safe, courteous, reliable, accessible, and affordable public transportation to the citizens of the Town of Blacksburg, Virginia Tech, and the partnering communities within the New River Valley.

### **OUR COMMITMENTS**

- We are committed to “Safety, Courtesy and the Schedule”- this is the foundation of how our organization conducts business.
- We are committed to seek innovative solutions to enhance or expand service to meet the needs of our communities.
- We are committed to seeking creative solutions to our current and future funding challenges.

### **GUIDING PRINCIPLES**

- All business activities at Blacksburg Transit will be directed by our mission statement, commitments, guiding principles, and annual goals.
- To be a more effective and efficient organization, BT must maintain an open and receptive attitude in which change can be planned and implemented.
- Every job is important and we use every opportunity to remind stakeholders/employees of the valuable service they provide.
- We are a team and “together we can make a difference”.



## **BLACKSBURG TRANSIT OPERATING STRATEGIES**

### **The BT Management Team is committed to these core operating strategies:**

- Staff must be empowered to accomplish the organizations goals and objectives.
- The courage to speak out, for all employees, will make the organization stronger.
- A high level of professionalism is expected of all employees and management will lead by example.
- Management will constantly seek opportunities to keep staff highly motivated.

### **The BT Team operates based on these beliefs:**

- “Inclusiveness vs. exclusiveness” in projects and day-to-day operations.
- Open lines of communication throughout the organization, irrespective of job titles, job functions, or job levels.
- Honest Evaluation of projects based on quantitative analysis vs. qualitative analysis.
- “Solution driven vs. problem driven” when situations or opportunities present themselves.
- Willingness and desire to look at issues from different points of view.
- Maintaining a positive tone when dealing with others.